

## Ecology Permit Timeliness Performance (Oct. 2002 - Sept. 2003)

This matrix illustrates Ecology's timeliness performance for 10 common permits over the first year of tracking. This is the baseline to measure future improvement. The comment section summarizes information gathered on missed targets that will help us focus our process improvement efforts.

Permit Type	Completeness Determination	Draft Permit	Final Decision	Other Target	Comments
<b>Air Operating Permit</b>	Target: 60 days	Target: 180 days	Target: 548 days	Not Applicable	11 of 21 targets missed
# Actions	7	7	7		Backlog built up when Ecology lost 2 permit writers to the private sector
# Meeting Target	5	1	4		
% Meeting Target	71%	14%	57%		
Average Days	76	434	532		
# Approved:# Denied			7:0		
<b>Notice of Construction</b>	Target: 30 days	Target: 60 days	Target: 60 days	Not Applicable	14 of 143 targets missed
# Actions	49	41	53		9 due to proponent delays 5 due to Ecology delays
# Meeting Target	42	39	48		
% Meeting Target	86%	95%	91%		
Average Days	23	21	26		
# Approved:# Denied			53:0		
<b>Prevention of Significant Deterioration</b>	Target: 30 days	Target: 60 days	Target: 120 days after public comment	Not Applicable	7 of 24 targets missed
# Actions	8	8	8		1 due to compliance issues
# Meeting Target	6	3	8		1 due to client negotiations
% Meeting Target	75%	38%	100%		1 due to applicant delay
Average Days	35	67	22		1 due to EPA coordination
# Approved:# Denied			8:0		1 due to Ecology delay
					1 due to consolidate notices
					1 due Local Air coordination
<b>Shoreline Substantial Development</b>	Target: 7 days	Not applicable	Not Applicable	Not Applicable	171 of 283 targets missed.
# Actions	283				Program will assess impact on customer service before making further changes.
# Meeting Target	171				
% Meeting Target	60%				
Average Days	8				
# Approved:# Denied					
<b>Shoreline Conditional Use &amp; Variances</b>	Target: 14 days	Not applicable	Target: 30 days	Not Applicable	12 of 158 targets missed
# Actions	41		117		
# Meeting Target	41		105		
% Meeting Target	100%		90%		
Average Days			15		
# Approved:# Denied			114:3		

Permit Type	Completeness Determination	Draft Permit	Final Decision	Other Target	Comments
<b>CZM Consistency Determination</b>	Not applicable	Not applicable	Target: 30 days	Not Applicable	No targets missed.
# Actions			29		
# Meeting Target			29		
% Meeting Target			100%		
Average Days			13		
# Approved:# Denied			29:0		
<b>401 Water Quality Certification</b>	Target: 10 days	Not applicable	Target: 90 days for 90% of the applications	Not Applicable	3 missed targets for final decisions were due to project complexity and/or applicant delay.
# Actions	26		12		
# Meeting Target	21		9		
% Meeting Target	81%		75%		
Average Days	7		61		
# Approved:# Denied			12:1		
<b>Individual State and NPDES Permits</b>	Target: 60 days to have a response to 90% of new applications	Not Applicable	Not Applicable	Target: Neg. schedule for 80% of apps	The results were not as good as expected. This has led to changes in standard operating practices. Since then significant improvements in meeting the targets have occurred.
# Actions	13			11	
# Meeting Target	8			4	
% Meeting Target	62%			36%	
Average Days	52			n/a	
# Approved:# Denied				n/a	
<b>General Permits - Industrial Stormwater</b>	Target: 45 days [90% of new applications received after July 1, 2003]	Not Applicable	Not Applicable	Not Applicable	The target was nearly met. Future values may decline given the amount of time Ecology finds it must spend with helping new permittees versus processing new applications.
# Actions	20				
# Meeting Target	17				
% Meeting Target	85%				
Average Days	21				
# Approved:# Denied					
<b>General Permits - Construction Stormwater</b>	Target: 45 days [90% of new applications received after July 1, 2004]	Not Applicable	Not Applicable	Not Applicable	
# Actions	Not Applicable				
# Meeting Target					
% Meeting Target					
Average Days					
# Approved:# Denied					